

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Everything is expensive. It might be good for the high ranking members, but for Junior Enlisted, it is a rip-off. It's cheaper to do this stuff on my own and teach myself than pay to have a guide. But you are making an effort.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I live on Kelley Barracks, work at Patch. My facility of prime use is the Kelley Fitness Center. Would love to see the facility open 1/2 hour at 0500 versus 0530. My only gripe is every now and then the individual opening up comes in late or past my opportunity for use 0600.

The Outdoor rec program at Panzer is well run and has lots of great programs. Need to continue funding and support. Childrens sports are great as well.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Kelley Community Club is under renovation and accordingly was in poor repair prior to closure.

**installationId** 16 Stuttgart

**Patron Group** Active Duty

**Hear About MWR**

**Music** Doesn't matter...just make it good!

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns** ACS on Patch works GREAT!!

**Overall Comment**

I modified my comments to apply to our present location (overseas), since it might not be fair to compare to a CONUS assignment. Overall we don't use a lot of the programs anymore, but we have in the past. Those that are good are the ACS (GREAT!!), and the USO in the past (pretty good, overall). My BIGGEST gripe is service, all around. With the exception of ACS, all other organizations that I have dealt with have had mediocre to bad service. The people who work and/or manage have no sense of customer service. Their attitude is "I'm doing you a favor; be glad we're here", so we really don't use most on-post stores, food, services, etc. We use gas, mainly because it's cheap; we use the Credit Union, because money & language barrier is too risky (don't mind messing up a dinner order; I do mind messing up a money order), and the library (once again, I am not fluent enough in German to use their libraries). By the way, the library is ok in service attitude, but could use some work. Those that stick out in my mind as really bad are the food courts (pitiful; we never use it), Shoppette (everyone there has an attitude...seriously; and they are VERY slow), Slider's Lounge (great atmosphere, if they tried; good food; service is not all that great), and housing (this is an area that really needs to be fixed. With the exception of Christa, all of those folks should be replaced; EVERYONE I KNOW AGREES WITH THIS!). Those that are very good is ACS, USO, the Chow Hall (outstanding!!), Le Rose (this guy works hard), and, believe it or not, the Gate Guards! I would probably use more of the on-base facilities, if not for the attitude. But I would rather put up with the local's attitude, but have wider choices & fresher food, than put up with it from the base. Suppose I'm ranting, but here's my opportunity. PROBABLY would have gotten this out of my system earlier, but feedback forms are not convinient, if non-existent.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR programs provide an outlet for my energy and help the time pass while my spouse is deployed. Although I use only specific services, it's nice to know that the others are out there, just in case I need/want to use them.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Hourly care is extremely difficult, if not impossible to get at Patch Barracks. This has made the check-in process very difficult, and it seems there is no near-term remedy. This is an expecially important service for new arrivals to complete the extensive check-in process.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am very satisfied with the Kelley Fitness Center equipment, but a few of the employees can lighten up and make it a better enviornment. The Patch fitness center needs to extend it's space in order to house more individuals. I do not use many of the MWR facilities with the exception of the Gym.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Thank you all that are volunteering to make our families feel more at home.

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

This survey is entirely too long.

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**    No programs on lesser used posts

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

More outdoor rec opportunities, like kayaking and snowboard/skiing. These are already offered, however, I would like to see an increase in the frequency of these types of activities, especially for beginners so that we can build our confidence and possibly pursue these activities more often.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The barracks on Patch are very poor. They need alot of work to even bring them up to a low standard. Poor movie theater on base and very little to chose from on Video rentals.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Wish there were more spaces available at Patch and Pamzer CDC. We are considered Priority IV so getting my daughter/son into a CDC is like winning the lottery.



**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

none

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

66. e-mail

Comments:

Lap Pool - Need one on Patch/Panzer open the same hours as the Gym for exercise purposes. Would be best if the pool was indoors for year round use.

Gym - Need larger free weight area, more cardio, more aerobics classes, better variety, ie kick boxing/Yoga,

Child care - Needed at gym for spouses

Entertainment - Outdoor music/concerts in the park/festivals (bring more German culture onto base) once a month in the summer

**installationId** 16 Stuttgart

**Patron Group** Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns** SAS After School Services: supposed to help with homework but in reality is glorified babysitting, no tutoring or structured program

### Overall Comment

MWR: Excellent Community Theater offered by Bret and Kelly Theater. Keep this program going. Excellent productions, and excellent instruction and mentoring of young actors.

After School Tutoring Program: At Robinson this was in reality an after school babysitting program, no control nor order, no quiet area for kids to do homework, no knowledgeable adult able to handle questions and tutor.

Community needs an indoor 50 meter lap pool, for personal physical fitness, special forces swim training, kids swim team, and swim instruction (nonswimmer kids who arrive here at ages 4 - 7 and stationed here for 3 years will miss out on swimming lessons)

Great Art STudio and Cermanic Facility at Robinson Barracks.

Disappointed in the decision to reduce the Robinson Barracks library.

MWR choses the movies at Robinson Barracks, not AAFES. Movie selection is not family friendly. RB has the greater density of families, yet too many R and "B" movies. RB failed to show "Luther" but continues to pander to "low" movies.

**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

personnel are not professional

**Overall Comment**

**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

Here there is poor advetising

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Advertisment about MWR events in Stuttgart is very poor.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I think that they need to advertise job openings on the information channel as well as offer more positions at the CDC's so that their will be more childcare available.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

A standard 400m track on one of the barracks (RB, Patch, Kelly, or Panzer Barracks) with seating for hosting track meets and conducting service fitness tests would be very beneficial.

Gymnasium hours of operation are currently not friendly to shift workers. Extending the hours until 2400 or open 24-hours would satisfy this problem.

MWR services in Stuttgart are often missed or heard of so late that they're already filled up. Getting the information out on the commanders channel on the TV or broadcasting them on the radio would could work this problem. I rarely know what's going on with MWR in Stuttgart, but can list a number of things going on at Ramstein AB and the Manheim area just from listening to the radio on the drive into work each morning.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**    Child care during counseling

**Overall Comment**

Install a pool in one of the fitness centers located in Stuttgart. Patch barracks needs a larger fitness center and an extended gymnasium.

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Post swimming pool

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Please improve the quality of life in Stuttgart.. Please try to improve the community by implementing events that support total community involvement

**installationId** 16 Stuttgart

**Patron Group** Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

This survey is very important I wish it were done sooner. Stuttgart MWR programs are way behind the programs that are being conducted in other communities (Kaiserslautern). Family style restaurant, swimming pools, MWR kids programs (young children, Teens), childcare for kids who are not sick but are slightly under the weather, activity clubs for kids, special events for kids. The movie theater does not have a cry room so that families with young children can go to the movies. I would like to see:

1. A real restaurant that offers not only dinner, but buffet style breakfast
2. More activities (clubs) for young kids and teens
3. On-post swimming pool
4. A Kids Zone
5. Renovated Movie Theaters
6. More Arts and Crafts classes

Currently MWR programs in the Stuttgart are lacking, and I have had to travel to other communities for the MWR program, instead of using programs in Stuttgart.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Regardless of the service, the staff who come into contact with the customers (military members and their families), must be trained/coached to be customer friendly. The facility may be inadequate or dirty, but what the customer will remember is how he/she was treated.

I'd like to see a greater effort in advising us about off-post entertainment/recreation options - concert/theater schedules, special events, parade/festival dates and locations, etc. Many many great off-post opportunities have been lost simply because no one knew about them.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The availability of food 24 hours is not good enough. There are many people working shift work. We need extended hours at all our food courts/eaterys and we need someplace open 24 hours where we can get a hot meal.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Let us know about MWR events via email...I don't always read the hardcopy literature &/or website. Tks!

**installationId** 16 Stuttgart

**Patron Group** Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog** Nanny or Tagesmutter

**ACS Concerns** ACS unable to provide information as to sources of civilian child care available off post

### Overall Comment

Much work and attention need to be given to the CDC and SAS programs. These are currently nothing more than babysitting services with little to no structure in the program. I was very disheartened to hear several staff members in both CDC and SAS tell me that they were not allowed to discipline the children. This was after they complained to me that my children had an occasionnal bad day and did not follow directions...I recommended a "Take 5" in a quiet spot. Apparently, the staff isn't even allowed to use this simple and effective discipline tool. It is no wonder I see kids yelling and climbing over furniture and leaving messes for the janitorial service to cleanup.

I was also disappointed in ACS. With my active duty husband about to deploy (we are Join Spouse), I visited ACS as a starting point for learning how to hire a nanny in Germany. ACS could offer nothing expect a translation service for placing ads in the newspaper. They had no information as to laws or other regulations or even a list of agencies.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Being Air Force affords me the oppurtunity to see both sides of the fence. I must say that it seems that the Army is less concerned about their people or their opinions. There seems to be more of a ram rodding of what management wants versus what the customer wants. There also seems to be instances where certain sections of the populous can get an event to happen or not happen due to influence where as the rest of us are left out.

The biggest problem Stuttgart has as far as getting people to use the available resources or getting a good turnout at special events is lack of/or incorrect advertising. Last year's sports day, for example, was a complete wash because no one knew it was going on. If people are going to spend there time making an event go, then the least the command can do is make sure that events are publicized.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Child Care, Child Care, Child Care! Need more child care facilities or FCC Providers.  
MWR Programs need more organization so that there are no problems that participants can feel such as sports programs.  
Need a swimming pool!

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I think we need to get more live music here in Stuttgart on post. Like have a R & B concert for everyone to go to and have a good time. We also need to have a Youth Football team for the 13-15 year old kids to play. Just do more for the kids. I was a coach for a youth team last year and I had the time of my life more fun than I ever had playing. We need to do something for these kids that are 13-15 as far as football team. Our kids are missing out because other ASG have football for that age group.

**installationId** 16 Stuttgart

**Patron Group** Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns** some staff members not well-trained; some services not available due to size of community.

### Overall Comment

The 6th ASG has a number of MWR problems. I understand that budget constraints, facilities limitations, and utilization rates (high and low) can affect the availability and quality of programs. In a community the size of Stuttgart, with its six installations, we really expect a lot better than what the 6th ASG has been willing to deliver. For the most part, MWR here has a lot of good people as employees, but the ASG in general is poorly run, and these are some MWR related examples:

1. Main Post theater closed for six months, with no temporary alternative facility established. Nearest military theater is a small temp facility now fifteen miles away at another installation.
2. No Recycling Center in the community.
3. No Music Center in the community.
4. Rod & Gun Club and Outdoor Recreation Office closed on weekends.
5. The only Military Dining Facility in the entire community will be closed for six months in October, with no alternate facility yet designated. There are two suitable facilities on Patch Barracks which would be perfect temporary DinFacs with little remodeling necessary. The ASG solution: Bus everyone to a mothballed Dining Facility which will be temporarily opened at Kelley Barracks, 20 miles away from Patch Barracks.

I think these situations and several others not mentioned here are deplorable, and indicate an ASG chain of command that really doesn't have it's head in the game, so to speak. Since I can be personally identified by your office, this is the end of my comments.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

There should be a class for people who recently gets a divorce, like how to cope with everything.

**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

Legion

**Music**

Heavy Metal

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

During the Easter Brunch I was not allowed to sit with my family due to space and the cost of food was too much so I will not be attending another brunch. NOT adequate for families.

I will no longer go to the Swabian due to the fact that I was treated rudely by management. I've brought this up in the past but no action has ever been taken. It's been almost a year so I don't expect to see a change.

The bowling alley looks nice but the lanes are garbage, actually the worst I've ever seen. (And I've bowled for over 20 years so I've seen some bad lanes)

The community club has become a better place and attracts more customers in large because of the American Legion. The Legion has helped with numerous activities but does not get so much as a thank you.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

Overall: Very impressed with services. I realize that things I'm not interested in...others are.

I'm satisfied with cleanliness...Keep It Up!!!

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**    confidentiality

### Overall Comment

I rated the bowling alley very poor due to two reasons...

1. When they first opened up the food was fantastic. Now it is truely horrible. I have gone to eat there 4 times in the past two months to see if it was just a fluke. It is not...
2. Why does the childrens play area close at 8 pm when the Bowling alley is open much later. That does not make any sense.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

No Comment!

**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

I do not buy bowling equipment

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId** 16 Stuttgart

**Patron Group** Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns** host country issues not adequately met

### Overall Comment

I would like to see the services at the Daycare facilities improve. The room for the Hourly Care is really too small and care providers performance depend entirely upon the person that is providing the care. Some are concerned and conscientious about their roles and others are not. For example, changing diapers when needed not when the regulation states - leaving a child in a diaper for two hours before changing it does not make sense if the child's diaper is overflowing with urine. I have seen this happen on more than one occasion to my child. If one can smell the urine, then it is time to change the diaper regardless of the rules. Having all the windows in a room open during the Winter and the heat is inadequate does not make a whole lot of sense if the kids are freezing to death. I understand that ventilation is important, but common sense needs to prevail. Several kids had pneumonia to include at least one infant due to these stringent rules. If it is extremely cold outside, why take the toddlers and infants out just because it is mandatory that they must be outside for 45 mins. If an adult does not want to be outside in the cold, why would a toddler or an infant. I have had the experience of the FCC providers taking my child (4 months) out in the snow and ice for 45 mins along with the toddlers because it was mandatory for the toddler, but no rules were set for the infant. Unannounced inspections may serve a very important tool in improving the current situation in these facilities. I have seen a few changes such as getting certain equipment in the infant room and I believe all personnel not walking on the floor with shoe covers, not just the parents, but more improvements are needed.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Robinson Barracks has the largest housing community but only one source of food. This is appalling. Also RB has an awful gym. There is not enough equipment, enough free weighs or room to use what little weights they do have. The cardio room is to small without enough equipment. I would also like to see an actual track built at RB, to run outside in safe conditions. As stated RB is the larges housing area and the furthest away but offers us nothing out there. We are going to loose the club in August, due to lack of money, but if they would employ a DJ make it a little bigger maybe people would go.

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**   

**Music**   

**Golf Most Prefer**   

**Golf Least Prefer**   

**Bowl Most Prefer**   

**Bowl Least Prefer**   

**Child Care Prog**   

**ACS Concerns**   

**Overall Comment**

It would be nice to have more equipment at the gym and make it bigger, also to have longet hours on the weekdays.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

All I want to say is this; there's a big difference between Air Force MWR and Army MWR.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

We really need a pool or access to a pool for physical fitness. More hours at some of the fitness centers would be incredible and a physical fitness staff that knows the actual regulation in reference to children being able to accompany parents into the Gym's. Better fitness trainers that really want to help people, not just line their pockets. Is there a set rate a personnel trainer can charge? They are using government facilities, therefore, it is kind of rediculous for them to charge an outrageous price to DOD personnel.

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

None

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I think that the Stuttgart area needs an indoor swimminig facility, and swimming classes for children.

I am also dissappointed that fitness classes offered at the gym are not free of charge. Air force services provides all classes for free. (yoga, Spinning, weight training)



**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**   

**Music**   

**Golf Most Prefer**   

**Golf Least Prefer**   

**Bowl Most Prefer**   

**Bowl Least Prefer**   

**Child Care Prog**   

**ACS Concerns**   

**Overall Comment**

Unit does not get much information about MWR events.

**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

Punk

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Most Americans here listen to AFN radio. I really feel this is the best way to get out information out. AFN television is great, but most of us who live off post just don't get AFN.

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**    i dont buy bowling equipment

**Bowl Least Prefer**    i dont buy bowling equipment

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

16

Stuttgart

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

Blues

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

With many workers on patch being shift workers both for the 52nd and EUCOM a 24/7 gym would be of great benefit.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Thank you, this survey is a GREAT tool!

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

This is the worst post/base I have ever been assigned to in regards to facilities offered. Gym - crowded, shortage of updated equipment. TVs available, but you really can't hear them. Recommend individual jacks installed on each machine so that users can utilize their own headphones. Too many family members/teenagers allowed in the gym a various hours of the day. Active duty should have priority prior to duty hours and during the lunch hours. Food Court - Overrun by students during the duty day. Recommend that a dining facility be dedicated to the high/middle schools. Gussey Goose - who needs a craft store on a military post? Special Events - why wouldn't MWR take over and run the Swabian Special Event Center as a club that caters to the needs of all post residents? For example, have a full service restaurant instead of a few "specials" during the week? Le Rose is nice, but pizza and pasta get old. No real "club" services as found at other bases/posts, i.e check cashing, coupon program, etc.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I think the Stuttgart area is not as appealing as most bases because the base is basically closed after 1900. It has very small facilities that do not accomodate the large population. The lines are allways long wherever you go during the day. Like myself and probably many others try to wait until the duty day is over to run errands because of the waiting time, not enough space, or no parking. I feel that this community has really nothing to offer to the young population. The BX shows no sign of a youth. The clothing is off brand. I feel almost forced to shop off base at times.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**   

**Music**   

**Golf Most Prefer**   

**Golf Least Prefer**   

**Bowl Most Prefer**   

**Bowl Least Prefer**   

**Child Care Prog**   

**ACS Concerns**   

**Overall Comment**

I have only been in the Stuttgart Community since the end of January 05 and have not had the opportunity to use many of the facilities available.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

We need a pool hall/video arcade/ american food resteraunts and better shopping facilities.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The Panzar Auto craft shop has 1 (one) good employee that is honest and helpfull. His name is PJ. The others, Joe, Scott, Jimmy all give the impression that they are doing you a favor by being there. They are rude, short, snide and less than helpfull when asked for advice. The overall experience in working at the Auto Craft Shop was dishartening whenever I had to deal with anyone except PJ, his is the only person there that gets the reason that the place is open, it is for the service member! Not to service your cronies, not to pocket a little cash on the side, and not to make money! I could look past everything else, but the croneism and the rudeness is just too much.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The Panzer Auto Craft Shop run by Mr Joe Cortez, has been very helpful to my family and other members of our unit. Mr Cortez goes out of his way to help soldiers and thier families, extending additional help to spouses of deployed service members. I would like to take this chance to thank him and his staff of highly trained and experienced co workers.

The Patch Frame shop a part of thier arts and crafts service is a great place to visit and do self projects. The staff are very helpful and knowledgeable but thier are things they must do for you, like cutting matts. I reframe from using this facility due to the fact that everytime we take a project there it has such a long turn around time several months to frame a picture, is unacceptable, within a week was long at FT Carson Co. It seems there is no sence of pride to do a good job fast, I noticed alot of socializing going on instead of work, there has to be a happy medium there. Soldiers are paying good money for thier services, and good services is what they should get, and demand.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Not satisfied at all with Patch Community Club--it does not satisfy the Soldier, Sailor, Airmen or Marine in a professional manner.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

Would like to see the following events.  
 . comedy night once a month  
 . RB Music at the schwabian  
 . ability to have flowers delivered on post  
 . better food in the dining facility (Patch)  
 . Of course anyone living on patch should be enforced to walk to work

Thank You

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**    time of the events during work hours

**Overall Comment**

I would like to see more activies, such as ceramics, pottery, photography, etc. offered at later times. Most activities are offered during work hours.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The Panzer fitness center needs to replace several treadmills that routinely break down during use. It also could use more elliptical machines.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Command Channel and electric signs are great advertisers.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

This survey did not address SAS at Robinson Barracks. We used this service in 2004 and liked it. We plan to use it in 2005. It is a great service and the building and staff are great. We miss not having on-site pools in Stuttgart as at other posts we've been. We are looking forward tot eh new renovated Patch Theater and hope that the RB theater is renovated soon also.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

It is nice to see some name-brand companies becoming available to troops here to give a feeling of home, or just to offer something known/comfortable. Please continue on that track, because "AAFES" is not a commercial name that draws crowds. Pizza Hut, at Robinson Barracks, for instance, was a nice addition. Additionally, some of your questions were template-based and lacked ability to comment, such as on the golf-course food/beverage shop. The people are nice enough, but the availability and menu selection is horrible, and there was not a place to indicate that or provide comments if dissatisfaction is indicated. A place that operates from sun-up to sun-down should at least have coffee in the morning, if not breakfast.

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**    PUNK

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**    I would not buy golf or bowling equipment

**Bowl Least Prefer**    I would not buy golf or bowling equipment

**Child Care Prog**

**ACS Concerns**    am not Army

**Overall Comment**

**installationId**    16    Stuttgart

**Patron Group**    Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**    dont buy

**Bowl Least Prefer**    dont buy

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

\* There needs to be more activities available for 2-4 year olds. Sports, library, etc all start after age 4-5. Need more, and better trained, child-care providers.

\*

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

In most MWR facilities the staff are friendly and helpful. The facilities themselves are old (not all of them...) and could use renovating. I mostly use the Arts and Crafts, as I am a very art focused person. The staff are wonderful, but I would love to see more modern equipment and better facilities.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The Panzer Kaserne Child Development Center in Stuttgart, Germany is essential to my family's quality of life. This service allows me to have a job and earn desperately needed money. I am also able to work knowing that my son is being well taken care of. My son is flourishing under the care that he receives from the Panzer Kaserne CDC staff.

If MWR decides to eliminate some of their services, I recommend that you realign those funds into the CDCs and Youth Services. The staff needs to be paid better in order to ensure job satisfaction and, therefore, continuity of the care provided to the children. The services that the CDC and YS staff provide is an absolutely crucial part of supporting the military family. When active duty members deploy, it is absolutely essential that they embark on their missions knowing that their children are receiving the best care possible.

When active duty members are satisfied by the care provided to their children, then they will be more likely to make the military a career. If the children suffer, the Army is going to suffer.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Would like to see a little more care and attention given the American Members of the Golf Course, just because we are not paying the outrageous prices that the German folks are paying; this does not mean we should be treated like second class citizens, because the last time I looked the Golf Course in Pattonville is still an MWR facility and is there for the soldiers and civilians of the U.S. Government, not the snobbish Germans of whom have taken the course over by the masses.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

would love to see more live bands on base--more tennis clinics and tournaments run

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR focuses more on the needs of the Active Duty Army than it does for the dependants of those service members. It also doesn't take into consideration the fact that there are other branches of the military that are stationed at HQ EUCOM and Patch Barracks, which have other needs.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Somebody needs to do something about the clubs. There is absolutely no programming, employees are lazy and the decor is extremely outdated. Perhaps there are too many clubs for the ASG to run or maybe they just don't care to find quality employees. It seems the only club operation worth keeping is the Special Events Center and it is run by a contractor and it isn't really that good, its just pretty. Maybe all the clubs should be contracted to private owners can run them more effectively and efficiently. It seems MWR just can't do it or doesn't care to do it.

I would also suggest MWR determine who their customer is. Are they here to serve the soldier and their families or are they her to serve the German public. Too many facilities listed in this survey cater almost exclusively to Germans (or other nationalities) like the theater, clubs, wood shop and golf course. Have the MPs check ID cards on any given evening especially in the slot machine areas and I would wager it would be all Germans, same goes for the others. Germans are always given priority consideration in the theater shows for auditions and seating. MWR needs to redefine who they serve and not just look at it from how they can make money off Germans.

Money spent on these places hasn't improved services. It would be better to use the money to improve services more vital to all soldiers and their families rather than continuing to pour money into programs where management doesn't want to serve the real customer.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

MWR does not advertise very effectively their activities. Clubs are outdated as far as design and furniture. Food is not offered at Kelley Club which is Club that I would frequent when socializing, so I do not go to the Club. Most everything is family oriented which is good, but there are many single people who live in the Stuttgart Community. It would be nice if there were trips geared for singles who want to have adult activities (sightseeing, etc) without children. As a single person, there are not many activities which are geared to the single individual, therefore, not many things catch my interest. Some do, but the thought of being trapped on a bus with unruly children influence my decision against the trips.

Fitness Center facilities on Kelley are cramped and not very comfortable. When I went to look things over shortly after arriving, I found all the equipment spread out and inconveniently located so I never returned. Also would like to see separate jacuzzi/steam/sauna facility for women.

Swimming Facility somewhere in Stuttgart would be a wonderful addition.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

In the survey you forgot the most important aspect: customer service.  
For example: at the auto craft shop I go and enjoy talking to PJ. Joe, the manager is a HUGE grump and needs to realize he is there for the customers, not for a job. Teach him how to smile and be friendly.

The first choice magazine has a good concept but seems to be the ideas of the manager Sally, not the readers.

The Panzer fitness center is OK. I have heard that some of the staff are lazy and don't promote events, or sponsor them. I would like to see quarterly weight lifting contests, ie bench press, dead lift, squat, maybe a strong man type competition.

The citizen should have a home delivery option like the First Choice.

Get a POOL on one of the bases, or work out a deal with a local community pool to get us a discount on a membership.

Have more Outdoor rec trips, maybe some mountain biking excursions locally.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Overall good

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The cost is what it is all about

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

If you really want to improve my quality of life, fix the parking situation on Patch Barracks. This is not a simple challenge, it will require the careful allocation of scarce parking places and dedication from the MPs to provide thorough, daily enforcement. The first "fix" will be difficult, the second will merely require a change in attitude from the very people "hired" to do the job.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Food at Galaxy Bowling Center is outstanding.  
I don't use very many on-post activities. I live too far away and don't want to go home and then come back on to post.  
Not many activities happening on weekends.  
There are no decent food establishments on Kelley Battacks. Charlies was not very good. Popeyes Chicken would be great at Kelley Barracks.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

steak Night at the Swabian has been loosing quality. The steak (medium, rare or well done) seems to be inconsistant in quality. Patch Gym is doing well, in the summer it would be nice to work out early (before 8:00) on the weekend.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Considering that we are a small community and spread out over several barracks/kasernes, we do a fairly decent job of providing quality of life activities



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

emailing to email address based on profile which the individual can provide to the MWR organization

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Live music is desperately needed. Currently only a few small cover bands play on post and they're all doing the same songs. The movie theater's been nasty for a long time. Sodas are always flat, food overpriced, films go out of focus constantly. There's no incentive to stay on post for leisure activities.

**installationId** 16 Stuttgart

**Patron Group** Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

A continuous problem with all facilities is cleanliness.  
 I feel the fitness center needs to improve the area of cleanliness and replacement and working order of the machines. I also feel the saunas are very unclean and in disrepair. I am appreciative that the fitness center provides clean towels.thank-you.  
 There also needs to be greater personnel support, so that quality employees are found and kept!  
 School-age services uses the excuse that they can not "make" students do their homework. This has frustrated parents (who expect some of the responsibility to be taken care of at SAS) and teachers (who get the students the next day with incomplete or inaccurate assignments).  
 I enjoy the trips planned through Outdoor Rec., private clubs, and the USO. Rentals and repairs through Outdoor Rec. are also very convenient, affordable and they do a great job. The photo center also is very helpful and have great digital camera classes.  
 The automotive services are a convenience, but there seems to be problems with quality workmanship.  
 The quality of food choices on post need to be improved.  
 It is important that we have a Golf Course available. The car wash needs to be enlarged.  
 SATO is always packed which makes it ineffective, as with other services. If the wait is too long, people will go elsewhere. People will also look for other options if they do not get prompt customer service.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Great MWR Staff

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

Who ever runs the summer activities never sends anything home through the schools about summer programs. Where do we find this information. We found the karate classes start at 5 or 6. My kids get out of school at 2:30 and we drive them home or wait 2 1/2 hours. Your program time are unsatisfactory. Kids that live 30 minutes away loose out.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Deal with the parking issues on Patch Barracks

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



*installationId*

16

Stuttgart

*Patron Group*

Civilian

*Hear About MWR*

*Music*

*Golf Most Prefer*

*Golf Least Prefer*

*Bowl Most Prefer*

*Bowl Least Prefer*

*Child Care Prog*

*ACS Concerns*

*Overall Comment*

I do not buy it

I do not buy it

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

No comments

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I live and work in Garmisch, most of the questions on this survey do not apply to this post. Garmisch appears to be the forgotten outcasts when it comes to quality of life programs. We are offered very little in the way of entertainment for adults, except travel with the Burke Center. It would be nice to be recognized by the USO and other military organizations so that we could have just a bit of what other posts have to offer. We have no bowling facility, no movie theatre, no entertainment clubs, no visiting entertainment venues...thank goodness for the scenery.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I don't live in Stuttgart; I work for the AST Garmisch.

**installationId**

16

Stuttgart

**Patron Group**

Civilian

**Hear About MWR**

**Music**

Alevi; Turkish

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

This community is probably the saddest example of MWR services in Europe. It is the european powerhouse, EUCOM and there aren't adequate facilities or programs to satisfy any requirements. Every good thing in this community is derived from fantastic volunteers that try to make this post a better place to be. ONE BIG EXAMPLE IS THE AMERICAN LEGION'S SUNDAY BREAKFAST. Ask about it!

Jo-Ann O'Brien  
312 434 5173

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR is a worthwhile organization on any installation but in the Stuttgart Community they have greatly hindered the 24 Hr. Marathon by injecting themselves into this program. The Stuttgart 24 Hr. Marathon, for many years now, has raised a great deal of money for Stuttgart youth activities. 100% of the proceeds go back to the community. Starting last year the 6th ASG decided to inject themselves into the process by first attempting to charge \$1700 for the tents used for the Marathon that were previously provided for free by Outdoor Rec. After a high level inquiry this was corrected. Then the 6th ASG decided this great organization, that has for so long supported the youth of Stuttgart, was no longer allowed to solicit donations from other organizations, which was a huge source of profit for the community. Thus, the revenue from this years event is sure to be much less. I fear that eventually the 24 Hr. Marathon will fade away to a thing of the past. I strongly urge the 6th ASG/MWR to back out of the 24 Hr. Marathon and let the Marathon do what it does best, which is to put on a great event that raises thousands of dollars for our youth!

**installationId**

16

Stuttgart

**Patron Group**

Civilian

**Hear About MWR**

Stars and Stripes

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Wood carvings and wood relief carving classes

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Since I'm older and my kids are adults now many of these questions and concerns don't apply to me as directly as they once did. Additionally, I have been here in the Stuttgart area for a long time. I'm well connected with places and events off post. However, when my family (of 5, 3 teens) first came here many of these services were very helpful to us and made our transition to Germany (coming from Turkey) much more enjoyable than if these services were only offered off post. For the individual/s or families that are here for 1-3 years these services make their say much less stressful and more enjoyable.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see more "after-work" classes at the fitness center.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

I am overall very pleased with the programs and services offered, but I do not use most of them due to the young age of my children.

The main concern I have is the accessibility of the MWR facilities (and other facilities on post). I have 3 kids under 4 yrs old (18 month old twins and a 3 yr old) and I absolutely have to have a stroller. It's impossible to get to the library with a stroller and we have a restaurant on post that I cannot get to with a stroller. Obviously as my kids get older, this becomes less of a limiting factor, but I imagine there will always be other folks in similar circumstances.

If I could have one request, it would be an indoor playground for younger kids where parents can sit and have a snack or beverage and the kids can run around without parents worrying about them running in the street. There is a very similar place in Stuttgart, Germany called JOLOs (<http://www.jolos-funworld.de/>) and a small one in the Bowling Center on Panzer Kaserne. I believe a facility, such as these, would be a good investment for the Army family.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Raquet ball courts in poor shape.  
Library in really poor shape.  
My experience with the MWR tours has been excellent.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

How about a good place for Family Dining. There is nothing for Family Dining except Fast Food and limited offerings at the clubs.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR critical to QoL of the force (and that means readiness retention).

Attention to detail seems to be lacking in the 6th ASG...invisible management....seems to be a breakdown in the middle management.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**    16    Stuttgart

**Patron Group**    Retired

**Hear About MWR**

**Music**    none

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

A good ceramic shop, with proper equipment and instructors would be good on Patch. The current shop is in poor condition, in a poor location.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am extremely disappointed in the new Bowling center on Panzer. I am a serious bowler and have had nothing but bad experiences. I tried bowling there, but each time I went, the machines would scratch up my bowling balls. Since I have invested over \$1000.00 in equipment, I cannot afford to have it destroyed. The management could offer no explanation and did not offer reimbursement. Additionally, each time I went I had to ask the desk personnel to turn down the music which, at times, actually could be felt when standing on the approach. Whose idea was it to put speakers there, and why does it have to be so loud? I can see by the fact that you installed game rooms and bars instead of a pro shop that nobody was really serious about bowling anyway. Thankfully, I have a nice off-base establishment to patronize.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Thanks for making this survey on line.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

More advertising should be done to let people know about the arts and crafts facilities that are available on post.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

-Would like to see a better system for reserving books at the library. Not sure how to reserve books that "belong" at Patch but are currently checked out. Better instructions would be greatly appreciated.  
 -I would also like to be able to request books to be purchased by the library. Not all the employees seem clear on how to do this.  
 -Great work on supplying DVD movies.  
 -Would like Gussy Goose to branch out a bit. They cater to Quilters and scrap bookers-other craft items are harder to find. (Cross stitch kits/patterns)  
 -MORE PARKING ON PATCH  
 -USO (not sure if this falls under MWR...if not, please pass on)  
 Make more day trips available on the weekends/training holidays so our spouses can come with us!

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Most of the employees that I have encountered here in Stuttgart have been very rude and unprofessional. The shortage of personnel is evident and personnel know that they can get away with being rude and unhelpful because there isn't anyone else that wants their job. So, rather than only hiring competent, helpful, and professional individuals, MWR hires whoever they can even if the individual is rude and hates their job.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see more LIVE options such as bands ( jazz, blues, country ) Advertise more. A lot more. We never hear about things until it is over. Even though you may not offer something ( horseback riding ) know where we can go for it. Have a list of people and places off post that we can contact for leisure activities. Get more groups together such as a hiking club or swim club. Maybe have more activities for children for the summer. Something for the parents and kids to do!